

COMMISSIONERS
DOUG LITTLE – Chairman
BOB STUMP
BOB BURNS
TOM FORESE
ANDY TOBIN

ORIGINAL



0000171498

ARIZONA CORPORATION COMMISSION

July 1, 2016

To: Docket Control

RE: EPCOR Water (Wastewater) – Customer Comments

Docket No. WS-01303A-16-0145

Please docket the attached 33 customer comments IN FAVOR of the above filed case.

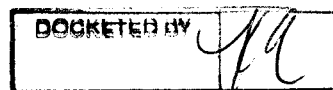
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JUL 5 2016



RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2016 JUL 5 AM 9 50

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/30/2016
Opinion Number: 2016 - 132712	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/30/2016 1:49 PM	

First Name: Wayne	Last Name: Clark	Account Name: Wayne Clark
Address: <<< REDACTED >>>		
City: Sun City West	State: AZ	Zip Code: 85375
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

As a resident in Corte Bella, a community in the Agua Fria wastewater district, we want the record to show our unconditional support for full consolidation of the EPCOR wastewater districts. It is a fair and equitable solution to a major discriminatory and economic problem which has been plaguing communities, including Corte Bella, for many, many years. Full consolidation treats all consumers on an equal basis, is economically viable to all parties and is acceptable to the utility company, EPCOR. We regret that some consumers may see a rate increase but all consumers should be treated the same with no discrimination. Uniformity and fairness is paramount. Please support full consolidation as requested by EPCOR. Thank you in advance. Wayne & Bonnie Clark 23109 N Cardenas Dr.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132590	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 7/1/2016 8:44 AM	

First Name: Roy	Last Name: Rose	Account Name: Roy Rose
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

**Arizona Corporation Commission
Utilities Complaint Form****Investigator:** Trish Meeter**Phone:** <<< REDACTED >>>**Opinion Date:** 6/27/2016**Opinion Number:** 2016 - 132598**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - Consolidation In Favor**Closed Date:** 7/1/2016 8:44 AM**First Name:** Michael**Last Name:** Owen**Account Name:** Michael Owen**Address:** <<< REDACTED >>>**City:** Buckeye**State:** AZ**Zip Code:** 85396**Cell:** <<< REDACTED >>>**Company:** EPCOR Sewer *AAWC**Division:** Sewer**Nature Of Opinion****Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear sir and ma'am, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132593	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 7/1/2016 8:45 AM	

First Name: Michael?Patricia	Last Name: Tenuta	Account Name: Michael?Patricia Tenuta
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Please consolidate both the water and sewer/waste water rates for Verrado and Sun City residents as soon as possible. Whatever the reasons were to create such a discrepancy long ago have since passed into a past history that is no longer logical. In the name of fairness to all, please consolidate these rates at your next meeting or sooner if possible. Communities should not have to be so unbalanced in this regard. I truly believe that most Arizona residents, understanding the importance of water to the Southwest part of this great country, will try their best to conserve water as much as possible, and should not be charged unfairly because of favoritism or long ago decisions that do not apply at this time. Thank you.

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132589	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 7/1/2016 8:45 AM	

First Name: Barbara	Last Name: Rose	Account Name: Barbara Rose
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months. 1 comment:

**Arizona Corporation Commission
Utilities Complaint Form****Investigator:** Deborah Reagan **Phone:** 602-364-0236**Opinion Date:** 6/24/2016**Opinion Number:** 2016 - 132551**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - Consolidation In Favor**Closed Date:** 6/27/2016 2:50 PM**First Name:** PETITION**Last Name:** PETITION**Account Name:** PETITION
PETITION**Address:****City:****State:****Zip Code:****Company:** EPCOR Sewer *AAWC**Division:** Sewer**Nature Of Opinion****Docket Number:** WS-01303A-16-0145**Docket Position:** For

Received identical comments from 16 customers in favor of consolidation -

As residents in Corte Bella , a community in the Aqua Fria waste water district, we want the record to show our unconditional support for full consolidation of the EPCOR waste water districts. This is a fair and equitable solution to a major discriminatory and economic problem which has been plaguing select communities, including Corte Bella for many years. Full consolidation treats all consumers on an equal basis, is economically viable to all parties and is acceptable to the utility company, EPCOR. We regret that some consumers may see an increase but all consumers will be treated the same and uniformity and fairness is paramount. Please support full consolidation as requested by EPCOR. Thank you in advance.

Tom and Gwen Colwell

Linda J. Hernandez

Patti and Joe Skupski

Bill Bowers

Sue and Brian Doyle

Chad J Radke

Shonda Hightower-Hinton

James S. Miklich

Elizabeth A. Marx

Earl and Pat Williams

Tom & Ruth Stephenson

Randall and Lynda Arnold

Cheryl Grande and Michael Heinz

Michael and Jennifer Self

Michael & Marsha Short

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Ken & Gerry Tremaine

Date:	Analyst:	Investigation Submitted By:	Type:
6/27/2016	Deborah Reagan	Telephone	Investigation
Comments entered for the record and filed with Docket Control.			

WS-01303A-16-0145

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132555		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 11:09 AM	

First Name: PETITION	Last Name: PETITION 6	Account Name: PETITION PETITION
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Address:

City:	State:	Zip Code:
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Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Received the following identical comments from 6 customers opposed to the proposed rate case.

Dear Commissioner –

As a resident of a community in the Agua Fria wastewater district, we want the record to show our unconditional support for full consolidation of the EPCOR waste water districts. It is a fair and equitable solution to a major discriminatory and economic problem which has been plaguing our communities for many, many years. Full consolidation treats all consumers on an equal basis, is economically viable to all parties and is acceptable to the utility company, EPCOR. We regret that some consumers may see an increase but all consumers will be treated the same and uniformity and fairness is paramount. Please support full consolidation as requested by EPCOR. Thank you in advance.

Submitted by:

1. Danielle La Spisa 2. jenasellshomes 3. Ronald and Carole Curtis 4. Daniel and Bernadine Huff 5. Arnold Solars 6. Dos Rios Resident

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132561		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 11:11 AM	

First Name: PETITION	Last Name: PETITION 6	Account Name: PETITION PETITION
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Address:

City:	State:	Zip Code:
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Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Received the following identical comments from 6 customers representing households opposed to the proposed rate case.

Dear Commissioner Burns:

Re: Docket # WS-01303A-16-0145

As a resident in Corte Bella, a community in the Aqua Fria wastewater district, we want the record to show our unconditional support for full consolidation of the EPCOR waste water districts. It is a fair and equitable solution to a major discriminatory and economic problem which has been plaguing communities, including Corte Bella, for many, many years. Full consolidation treats all consumers on an equal basis, is economically viable to all parties and is acceptable to the utility company, EPCOR. We regret that some consumers may see an increase but all consumers will be treated the same and uniformity and fairness is paramount. Please support full consolidation as requested by EPCOR. Thank you in advance.

Submitted by:

1. Diane Smith 2. glenda unzicker 3. Irene J Neveu 4. David and Rita Irwin 5. Ralph N Grimes 6. Greg and Stacie Stan

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132560	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 9:03 AM	

First Name: Colin	Last Name: Drysdale	Account Name: Colin Drysdale
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>		

Company: EPCOR Sewer *AAWC**Division:** Sewer

Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

To who it may concern, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee Phone: <<< REDACTED >>> Opinion Date: 6/27/2016
 Opinion Number: 2016 - 132572 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - Consolidation In Favor Closed Date: 6/27/2016 9:04 AM

First Name: Matt Last Name: Raney Account Name: Matt Raney
 Address: <<< REDACTED >>>
 City: Buckeye State: AZ Zip Code: 85386
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC Division: Sewer

Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months

Investigation

Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132558	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 8:57 AM	

First Name: Susan	Last Name: Schaeffer	Account Name: Susan Schaeffer
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396-7512
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132565	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 9:05 AM	

First Name: Laura	Last Name: Gabiou	Account Name: Laura Gabiou
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months. Sincerely, Laura Gabiou

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132550	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 8:42 AM	

First Name: Jay	Last Name: Gines	Account Name: Jay Gines
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee Phone: <<< REDACTED >>> Opinion Date: 6/27/2016
 Opinion Number: 2016 - 132545 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - Consolidation In Favor Closed Date: 6/27/2016 8:41 AM

First Name: Karen Last Name: Milhous Account Name: Karen Milhous
 Address: <<< REDACTED >>>
 City: Buckeye State: AZ Zip Code: 85396
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC

Division: Sewer

Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. MY WATER BILL LAST MONTH WAS APPROX \$140, OF WHICH \$8.00 (EIGHT DOLLARS) WAS ACTUAL WATER USAGE! Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132553		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 8:54 AM	

First Name: HELEN	Last Name: MUNTEANU	Account Name: HELEN MUNTEANU
Address: <<< REDACTED >>>		
City: BUCKEYE	State: AZ	Zip Code: 85396
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145	Docket Position: For
full consolidation is the only solution for all	

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132542	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 8:17 AM	

First Name: Del	Last Name: Torr	Account Name: Del Torr
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Current Case The EPCOR Wastewater Case is beginning to heat up. Public sentiment is an important factor in influencing the Commission. Please take a few minutes to share your voice. Just follow these steps. Copy the text below (or, if you prefer, write your own) Open the Public Comment Form page for the ACC Put in your details Put in the case number: WS-01303A-16-0145 Make sure you select "FOR" - meaning you support the company's position Paste the text in the comment section Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation

Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Comments noted for the record and docketed. CLOSED

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132541		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 9:20 AM	

First Name: Douglas	Last Name: Edwards	Account Name: Douglas Edwards
Address: <<< REDACTED >>>		
City: Sun City West	State: AZ	Zip Code: 85375
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Dear Commissioners: As a resident in Corte Bella, a community in the Aqua Fria wastewater district, we want the record to show our unconditional support for full consolidation of the EPCOR wastewater districts. It is a fair and equitable solution to a major discriminatory and economic problem which has been plaguing our communities, including Corte Bella, for many, many years. Full consolidation treats all EPCOR wastewater consumers on an equal basis, is economically viable to all parties and is acceptable to the utility company, EPCOR. We regret that some consumers may see a rate increase, but as with other utilities (eg: electric and natural gas) all consumers will be treated the same, and uniformity and fairness is paramount. Please support full consolidation as requested by EPCOR. Thank you in advance. Susan and Douglas Edwards

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

WS-01303A-16-0145

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/24/2016
Opinion Number: 2016 - 132568 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor **Closed Date:** 6/24/2016 10:43 AM

First Name: Thibodeau **Last Name:** Thibodeau **Account Name:** Thibodeau
Thibodeau
Address:
City: **State:** **Zip Code:**
Email: <<< REDACTED >>>

Company: EPCOR Sewer *AAWC **Division:** Sewer

Nature Of Opinion

Docket Number: WS-01303A-16-0145 **Docket Position:** For

<<< REDACTED >>>

Sent: Thursday, June 23, 2016 5:17 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Docket No. WS-01303A-16-0145

Dear Commissioner –

As a resident of a community in the Agua Fria wastewater district, we want the record to show our UNCONDITIONAL SUPPORT FOR FULL CONSOLIDATION of the EPCOR waste water districts. It is a fair and equitable solution to a major discriminatory and economic problem which has been plaguing our communities for many, many years. Full consolidation treats all consumers on an equal basis, is economically viable to all parties and is acceptable to the utility company, EPCOR. We regret that some consumers may see an increase but all consumers will be treated the same and uniformity and FAIRNESS IS PARAMOUNT. Please support full consolidation as requested by EPCOR. Thank you in advance.

I AM TIRED OF PAYING THE SUN CITIES BILLS SINCE THEY DON'T WANT TO PAY THEIR FAIR SHARE!!!!!!

Sincerely,

the Thibodeau household

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132563	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 10:37 AM	

First Name: Danielle	Last Name: Kopas	Account Name: Danielle Kopas
Address: <<< REDACTED >>>		
City: Sun City	State: AZ	Zip Code: 85373

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145

Dear Mailmaster and Commissioner's,

My family and I live in Dos Rios. We are a young family. My husband and I are in our early thirties with 3 beautiful little boys, 11, 6, and 1 years old.

We bought our "dream home" almost 3 years ago. We asked the previous owners for their APS bill so we can see if we could afford such a large houses electric bill. We never imagined a water bill would be so high so we didn't ask for that.

Our first water bill was \$300! I called epcor, of course they said it had to be a leak. There was no leak. I had them remove my meter and test it (they did this when I was not home, and supposedly put on a machine and then invited me to witness it while it worked) of course they said it was perfect. The new meter they placed is digital. Magically the new monthly price was around \$175. Still an OUTRAGEOUS price for water.

My family still needs to pay quarterly for trash pickup. Other communities pay around \$60 a month for water and waste. We have so many houses going up for sale around the community and I can't help but think it has to do with the cost of water.

The other communities that are trying to stop the consolidation have been enjoying cheap water for many years. I understand many in those communities are on fixed incomes, but our communities are young growing families. Families that are still working, going to school, and struggling to make ends meet and provide better lives for our kids then we had.

We beg you to pass the consolidation, or our communities will slowly fall apart instead of grow.

RBurns-web@azcc.gov

Stump-web@azcc.gov

Little-web@azcc.gov

Forese-web@azcc.gov

Tobin-web@azcc.gov

Thank you in advance

Sincerely,

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Danielle Kopas

<<< REDACTED >>>

Dos Rios

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132535	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 8:18 AM	

First Name: Diane Terry	Last Name: Smith	Account Name: Diane Terry Smith
Address: <<< REDACTED >>>		
City: Sun City West	State: AZ	Zip Code: 85375
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Commissioners : To continue to operate in the same manner, kicks the can down the road to potential emergencies regarding water for Arizona residents in out lying areas. For 18 years this has prevailed., and stakeholders have come to the ACC for remedies,It is time to follow the Pennsylvania model and consolidate . Why would water/ wastewater districts not be consolidated? Why would any Water Company want to rescue a district with no considerations for survival and profit? You need to do this correctly this time. Thank you, Diane Terry Smith

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee		Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132536		Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor		Closed Date: 6/24/2016 8:19 AM	

First Name: Geraldine	Last Name: Pontes	Account Name: Geraldine Pontes
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation

ments noted for the record and docketed. CLOSED

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132540	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 9:21 AM	

First Name: Blair	Last Name: Vigh	Account Name: Blair Vigh
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/24/2016
Opinion Number: 2016 - 132539 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor **Closed Date:** 6/24/2016 9:22 AM

First Name: Anna **Last Name:** Zouppas **Account Name:** Anna Zouppas
Address: <<< REDACTED >>>
City: Buckeye **State:** AZ **Zip Code:** 85396
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: EPCOR Sewer *AAWC **Division:** Sewer

Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132538	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/24/2016 9:23 AM	

First Name: Fotena	Last Name: Zouppas	Account Name: Fotena Zouppas
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/24/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132582 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor **Closed Date:** 6/27/2016 9:27 AM

First Name: Jacob **Last Name:** Blockwitz **Account Name:** Jacob Blockwitz
Address: <<< REDACTED >>>
City: Buckeye **State:** AZ **Zip Code:** 86396
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: EPCOR Sewer *AAWC **Division:** Sewer

Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132586	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 9:28 AM	

First Name: Julie	Last Name: Gines	Account Name: Julie Gines
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/27/2016
Opinion Number: 2016 - 132580	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/27/2016 11:04 AM	

First Name: Judith	Last Name: Hedstrom	Account Name: Judith Hedstrom
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132601	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/28/2016 11:49 AM	

First Name: Deborah	Last Name: Sailer	Account Name: Deborah Sailer
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132607	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/28/2016 11:51 AM	

First Name: Karen	Last Name: Lancaster	Account Name: Karen Lancaster
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. My water bill has been close to \$200.00 and more for many months. Something is seriously wrong. My irrigation is not leaking, I wash my clothes early in the morning or after 9:00 at night Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months. Karen Lancaster 3567 N. Hooper St. Buckeye, AZ. 85396

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132649		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/28/2016 11:59 AM	

First Name: Susan	Last Name: Johnston	Account Name: Susan Johnston
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>		

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

WS-01303A-16-0145

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132621	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/28/2016 11:57 AM	

First Name: Gemma	Last Name: Ayuban	Account Name: Gemma Ayuban
Address: <<< REDACTED >>>		
City: Buckeye	State: AZ	Zip Code: 85396
Cell: <<< REDACTED >>>		

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145

Docket Position: For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132614	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Consolidation In Favor	Closed Date: 6/28/2016 11:56 AM	

First Name: John	Last Name: Lenzi	Account Name: John Lenzi
Address: <<< REDACTED >>>		
City: Buckeye	State: MA	Zip Code: 85396
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: EPCOR Sewer *AAWC**Division:** Sewer

Nature Of Opinion**Docket Number:** WS-01303A-16-0145**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/24/2016
Opinion Number: 2016 - 132566	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/29/2016 11:01 AM	

First Name: Anne	Last Name: Couch	Account Name: Anne Couch
Address:		
City:	State:	Zip Code:

Company: EPCOR Sewer *AAWC	Division: Sewer
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Nature Of Opinion

Docket Number: WS-01303A-16-0145	Docket Position: Against
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From: Anne Couch [mailto:stgrt28@aol.com]

Sent: Thursday, June 23, 2016 6:33 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Water bills

Hello, I only been living here for 1 1/2 years but I learned a lot how different epcor charges their customers. I live in Dos Rios and it seems to me that this unincorporated area gets charged way to much. They are building all around us and call it Peoria. We have a lot of families and retired people here. Why do we pay so much more. All the other areas pay half of what we pay. Please rethink your stands.

Anne Couch

Sent from my iPhone

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Email	Investigation

From: Mary Mee
Sent: Monday, June 27, 2016 11:52 AM
To: stgrt28@aol.com
Subject: Complaint with AZ Corporation Commission

Good morning Anne,

I am an analyst with the Arizona Corporation Commission. We have received your email and need your address for us to be able to process your complaint. If your sole intention is for this to be entered as an opinion, then let us know and your address can be omitted.

If you have any questions, please call or email.

Thank you,

Mary Mee | Arizona Corporation Commission | Consumer Analyst I, Public Utilities
Office (602) 542-7273 Facsimile (602) 542-2129

**Arizona Corporation Commission
Utilities Complaint Form**

Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Email	Investigation

Hi Anne,

I will enter it as an opinion.

Thank you,

Mary Mee | Arizona Corporation Commission | Consumer Analyst I, Public Utilities
Office (602) 542-7273 Facsimile (602) 542-2129

From: Anne Couch [mailto:stgrt28@aol.com]
Sent: Monday, June 27, 2016 12:20 PM
To: Mary Mee <MMee@azcc.gov>
Subject: Re: Complaint with AZ Corporation Commission

Just an opinion

Sent from my iPhone

Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED
